



CITY OF DANBURY

OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2010
“Building a Better Danbury”

June 2010

June 29, 2010

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time period since the previous months City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

Time Period	May 26 – June 29, 2010
Number of Quality of Life Issues	95
One Year Ago	111

The top issues addressed by the UNIT were:

- Miscellaneous (33)
- Sidewalk parking enforcement (22)
- Properties with debris on it (26)
- Front Yard parking (7)
- Abandoned automobiles (5)

Miscellaneous quality of life issues outnumbered any other common issues that the UNIT deals with each day. This is the time of year when residents phone in concerns about foreclosed properties that are not being maintained. The grass is high, and sometimes the homes are not secure, causing safety concerns. Additionally, residents complain that sidewalks and street corners are overgrown with shrubbery, thereby resulting in more safety concerns for pedestrians and drivers. The UNIT will respond to each call and request for property owners to trim back the overgrowth. The foreclosure issue will continue to be a challenge for our department. Many times, the owners have vacated the property and the bank has yet to claim ownership, so there is no one for us to work with to help solve the problem. Once the banks have taken ownership of the foreclosed home, the UNIT will work with them in order to have the grass cut and/or the homes secured and kept clean.

Eighteen properties were addressed by the UNIT as a result of needing to clean/remove garbage and debris from their property. Also, only 6 properties containing front yard parking were addressed. Historically, properties with garbage and front lawn parking rank high in the UNIT's monthly activity. Our department is proud to report that at this point in the year, issues pertaining to properties with garbage/rubbish has decreased by nearly 16% compared to last year. The UNIT allocates much time and energy vigilantly trying to keep our city clean. By working with the property owners and tenants, these individuals are made aware of the responsibility to keep their properties clean and to dispose of their rubbish accordingly. Additionally, front yard parking issues have dropped 60% from last year! This is an incredible decrease in a one year period and this is direct reflection of the UNIT enforcing the front yard parking ordinance and spreading the message that vehicles can be fined if they park on the front yard of their property.

There were 20 sidewalk parking tickets issued. At this point, since February 2010, the UNIT has issued over \$10000 in fines.

JUNE HIGHLIGHTS

This past month, the UNIT responded to a complaint about a neighbors' septic possibly overflowing into a nearby neighbors' property. Upon the initial portion of the inspection, the overflow was confirmed and pursuing it a little further by completing an interior inspection of the single family home, the inspection revealed that the home was overcrowded. The homeowner made an illegal apartment downstairs, complete with a kitchen and bathroom that housed three people. To compound the problem, the bedroom was underground and lacked the required safety egress in case of a fire. As a result, the tenants were required to vacate immediately. Luckily, they had a place to move right away, however, if needed, we were prepared to provide them assistance in finding a place to live. The septic had overflowed because the home's infrastructure was not built to accommodate that many individuals living in it. The property owner is responsible to make any repairs to his septic and now his former tenants are living in a legal, and more importantly, safer location.

RESIDENT FEEDBACK

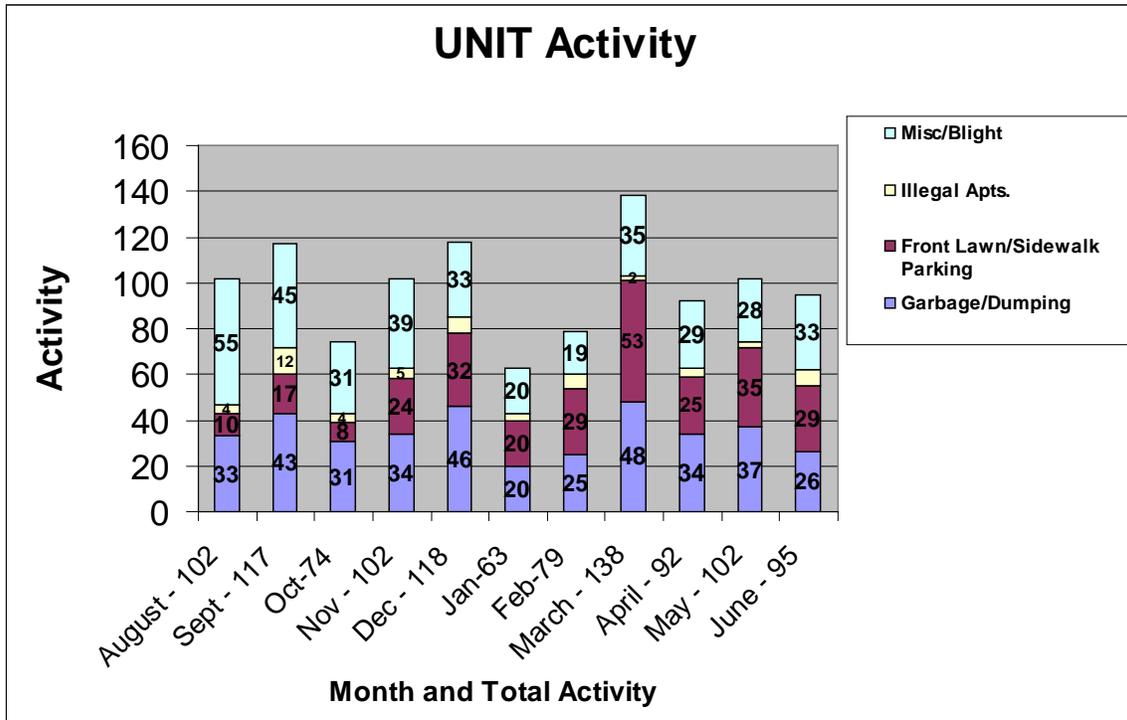
June 22, 2010:

SHAWN – "Once again your department (Unit) has done a great job. I am very grateful for your quick response. Please keep up the good work..." Fred V.

The UNIT continues to be the department where residents can come to register their complaint and get the quality service that they expect. As residents continue to utilize our office to share their concerns, it becomes more challenging to multi-task addressing new issues, as well as following up on the older ones. It is critical for our department to seek quick resolution to the quality of life complaints we receive.

The goal of the UNIT is to improve the quality of life in Danbury and maintain the city as a desirable place to live. The UNIT is committed to addressing and resolving these issues

as quickly as possible. Below is a bar graph illustrating the monthly totals of UNIT service requests for various concerns. Front lawn parking and garbage/debris result in the majority of the daily issues faced by the UNIT. Miscellaneous may include homes in disrepair, illegal dumping, blight, etc.



311 Call Center Report: June 2010

The month of June saw the 311 Call Center receive 913 calls from residents; phone numbers was once again the most-requested item at 244 and the recently-announced Senior Tax Freeze Program warranted 152 calls from residents looking for more information. The Spring Yard Debris Pick-Up program saw 39 calls; and 36 residents called looking for information on the July 4 fireworks. Residents looking for a place to dispose of their garbage totaled 35 calls. Twenty-four residents called looking for the location and times of the recycling truck and twelve called in reference to September 25's Household Hazardous Materials Waste Day. As the summer months progress, residents must be cautious of local flora overgrowth at dangerous intersections and report such instances appropriately to avoid any potential accidents. Thunderstorms can also be commonplace within the summer and residents are asked to be wary of potentially dangerous trees and tree branches; and are asked to report them to 311 to avoid any precarious situations. The city of Danbury is pleased to have many events, such as fireworks, carnivals, farmer's markets, and concerts during the summer months held at different venues and residents should not hesitate to contact 311 if they have any questions regarding the many events that will be held.

The UNIT continues to encourage the participation of Danbury's residents to report any concerns in their neighborhood by utilizing the City Line 311 system. Residents of Danbury can simply dial 311 from their home phones, or 203-744-4311 from out of town or cell phones. Additionally, residents can log on to the City's webpage, www.ci.danbury.ct.us, and click on the City Line 311 link and register their complaint at their convenience. Residents can choose to provide their contact information, so the UNIT can follow up and provide an update on the situation. By visiting the Neighborhood Assistance Department on the City's website, residents will also be able to view the UNIT's monthly activity.

If we can be of any assistance to you or residents in your ward please contact us at 796-8026 or 311.

Sincerely,
Shawn Stillman
Coordinator, Office of Neighborhood Assistance